

BEFORE
THE PUBLIC SERVICE COMMISSION OF
SOUTH CAROLINA
DOCKET NO. 93-302-C - ORDER NO. 93-482 ✓
MAY 27, 1993

IN RE: Request of GTE South, Inc. and Contel) ORDER
 of South Carolina For Approval of) APPROVING
 Revisions to Their General Services) TARIFF
 Tariff (REF: RNS 93-110 and 93-111).) REVISION

This matter comes before the Public Service Commission of South Carolina (the Commission) on the April 19, 1993 request of Contel of South Carolina DBA GTE and GTE South, Inc. (GTE or the Company) for approval of revisions to its General Services Tariff. The purpose of this filing is to implement a Service Performance Guarantee program. The program will allow customers who indicate that GTE has missed either an installation or repair commitment to receive a refund in the amount of \$25 for residential customers, and \$100 for business customers. The Company indicates that it will review in twelve (12) months to determine the effectiveness of the program.

By letter of April 21, 1993, the Commission's Executive Director ordered the Company to publish at its own expense, on or before May 5, 1993, a Notice of Filing in newspapers of general circulation in the affected areas, one time, and to provide the Executive Director with proof of publication by May 15, 1993. The Company complied with the order of the Executive Director. The

Consumer Advocate for the State of South Carolina (the Consumer Advocate) intervened.

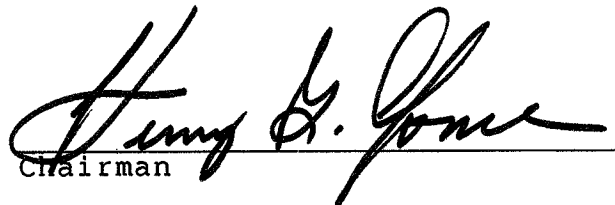
On May 24, 1993, the Commission received a letter from the Consumer Advocate, which stated that the parties in the proceeding had reached an agreement. The Consumer Advocate's concern was that the Company would be allocating the \$25 and \$100 payments above the line. Under incentive regulation, according to the Consumer Advocate, this would have the possibility of reducing any sharing that could be required. The Consumer Advocate stated that the agreement reached between the parties provided that the Commission would approve the tariffs, but would hold in abeyance any decision on whether the payments would be allocated above or below the line. According to the agreement, this issue would be resolved in a future proceeding, such as an annual review, under incentive regulation. The Company informed the Consumer Advocate that different states in which it has this program have differed as to the accounting treatment. Additionally, while the program is in operation, GTE will isolate these funds, and file a report with the Commission detailing the program's use at the end of the year. The letter further stated that if the Commission will issue an Order consistent with the terms state in the agreement, that the Consumer Advocate would not oppose approval of these tariff filings without a hearing.

The Commission has considered the agreement of the parties and finds it fair and reasonable, and hereby adopts the terms of the agreement.

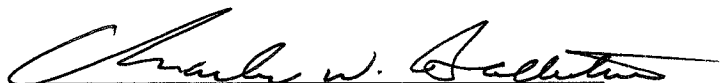
IT IS THEREFORE ORDERED THAT:

1. The tariffs are approved as filed.
2. The Commission will hold in abeyance any decision on whether the payments will be allocated above or below the line.
3. This issue will be resolved in a future proceeding, such as an annual review under incentive regulation.
4. While the program is in operation, the Company shall isolate these funds and file a report with the Commission, detailing the program's use, at the end of the year.
5. The hearing in this matter shall be cancelled, and this Docket shall be closed.
6. That this Order shall remain in full force and effect until further Order of the Commission.

BY ORDER OF THE COMMISSION:


Chairman

ATTEST:


Executive Director

(SEAL)